

Call Center Representative (Remote Position)

Benefits: Candidates on temporary assignment may qualify for our competitive benefits package which includes group health, life and disability insurance and voluntary benefits such as retirement savings and holiday pay.

Salary range: \$20.00 to \$20.00 hourly
Employment status: Contract / Temporary

Description

*****MUST BE LOCATED IN SOUTHERN CALIFORNIA AND BILINGUAL IN SPANISH AND ENGLISH*****

A non-profit in San Fernando is currently seeking a highly motivated, confident and experienced outbound Call Center Agent with Spanish fluency and impressive sales skills to join their remote friendly team. The successful candidate will be responsible for making outbound calls, using a prepared script, to potential customers to pitch their service, answer queries, and gather or confirm information.

Key Responsibilities:

1. Conduct outbound calls to prospective customers, leveraging your conversation skills in Spanish and English.
2. Follow a prepared script and utilize persuasion techniques to engage potential customers and generate leads.
3. Maintain a friendly, professional tone at all times, providing exceptional customer service.
4. Accurately capture and record customer information in our database.
5. Identify customer needs, clarify information, and provide solutions based on their service offerings.
6. Keep on track of work progress in order to meet the targets and reach metrics
7. Participate in training and development sessions to improve your sales and communication skills.

Requirements

Key Requirements:

1. High School Diploma; a degree in communications, marketing, or related field will be an added advantage.
2. Proven experience in a sales-related role, preferably within a call center environment.
3. Fluency in Spanish and English with excellent command of the language for verbal and written communication.
4. Strong communication skills, with an ability to persuade and negotiate.
5. Excellent customer service skills and a commitment to organizational success.
6. High level of comfort with technology, including CRM systems and call center equipment.
7. Self-motivated with a results-driven approach.
8. Strong work ethic and reliability, with the ability to work a flexible schedule, including evenings or weekends if necessary.
9. High-speed, reliable internet connection for remote work.

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